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**From:** Nagle, Austin (DPH)  
**Sent:** Friday, July 10, 2009 12:48 PM  
**To:** Belanger, Peter (DPH); Szymczak, Elizabeth (DPH); Borne, Alan (DPH); Caloggero, Dina (DPH); Chen, Karen (DPH); Clemmer, Jill (DPH); DiNatale, Margaret (DPH); Elvin, Paul (DPH); Gauthier, Cheryl (DPH); Han, Linda (DPH); Hennigan, Scott (DPH); Jenner, Jennifer (DPH); Kazianis, Arthur (DPH); Konomi, Raimond (DPH); Krumholz, Glenn (DPH); Nassif, Julianne (DPH); Peppe, Joseph (DPH); Rubin, Alan (DPH); Servizio, Paul (DPH); Salemi, Charles (DPH); Smole, Sandra (DPH); Stiles, Tracy (DPH); Wang, Xingtai (DPH)  
**Subject:** (Sent on behalf of Dr. Han) please bring misdirected specimens to the correct lab, not to specimen receiving

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**From:** Han, Linda (DPH)  
**Sent:** Friday, July 10, 2009 12:37 PM  
**To:** Nagle, Austin (DPH)  
**Subject:** please bring misdirected specimens to the correct lab, not to specimen receiving

Hi lab directors and supervisors:

Can you spread the word to your staff to please please get misdirected specimens to the appropriate lab ASAP!! There have been multiple instances recently of specimens going to the wrong lab, and then becoming unsatisfactory due to delays in getting re-directed to the appropriate lab.

When a misdirected specimen arrives in the lab, **please bring it ASAP directly to the correct laboratory**. Please do NOT return misdirected specimens to specimen receiving: specimens may (and have!!) become unsatisfactory even after the few hours that it takes for them to go back to specimen receiving and then get picked up again by the correct lab.

If you do not know what lab the specimen should go to, or where the lab is, or if there's nobody in the lab to receive the specimen, or if there is any other problem with getting the specimen to the right lab, please call Alan Borne (tel: 617-983-6605, pager: 617-675-5644) for help.

Also, if you document instances of misdirected specimens in your problem log, this information will be helpful to Alan in identifying and rectifying the root causes of specimen misdirection.

Thank you all for your help with this longstanding problem.

Linda